

Job Description

Climbing Centre Manager

Job Title: Climbing Centre Manager

Department: Newark & Sherwood

Responsible to: TBC

Location: YMCA Newark & Sherwood, Community & Activity Village, Lord Hawke Way, Newark on Trent, NG24 4FH

Hours: 37.5

Salary: £23,000 - £25,000 (dependant on experience)

Job Purpose

- Leading the Climbing Centre, ensuring the consistent delivery of an exceptional visitor experience, whilst working within agreed budgets to provide financial sustainability.
- Leading all operation areas within the Climbing Centre, focusing on customer service and health and safety.
- To provide management, support, training and direction to Climbing Centre staff to ensure appropriate and effective staffing.
- To support the development of an organisational culture that puts our Christian Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do.

Principal Responsibilities

- Acting as manager for the Climbing Centre, including the climbing walls and Clip and Climb area.
- Ensuring the Climbing Centre Team operate in a professional manner and maintain high standards at all times.
- Supporting and leading the Climbing Centre Team managing sickness absence, performance management and assessing training needs.
- Ensuring appropriate staffing levels to meet the needs of day-to-day operations.
- Ensuring the Climbing Centre Team operate within Health & Safety procedures, understand the policies and procedures and attend training where required.
- Maintaining the highest customer service standards; analyse and resolve customer service problems and complaints.
- Answering customer queries in a courteous, timely and welcoming manner.
- To instruct adults and children of all abilities and supervise group sessions where required.
- Maintaining a clear understanding of the outdoor market, competitors, brands, consumer and client's behaviours.
- Contributing to marketing strategies and promoting the Climbing Centre to prospective customers.



- Acting as Keyholder for the Climbing Centre.
- Ensuring that all necessary checks are carried out regularly on all climbing walls.
- Ensuring all equipment is in safe working order after each session and any damaged equipment is replaced and building fabric is reported to the Facilities Team as soon as possible.
- Ensuring that all operating procedures are adhered to, with no compromises to health and safety.
- Ensuring that all climbers have completed/obtained the necessary pre-session requirements (competent climber, parental consent form etc).
- Ensuring boulders and climbing routes are reset on a regular basis to a high standard to keep the climbing facility fresh and interesting for visitors.
- Monitor and review feedback and ideas regularly to enhance the YMCA Newark & Sherwood Climbing Centre.
- Ensure the Climbing Centre is clean and tidy for visitors.
- Dealing with accidents and incidents as they arrive, recording appropriately and monitoring.

Responsibilities of all YMCA staff, casual workers and managers

1 Ambassador for the YMCA

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA's core values, mission, vision, and ethos and to positively and proactively protect the YMCA's reputation.

2 Other duties

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

3 Discretion to act

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive Officer directly or through an appropriate manager.

4 Relationships and confidentiality

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality will be treated seriously and may lead to dismissal.

5 Association ethos



To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

6 Health and Safety

To adhere to the Association's Health and Safety policies.

Line Management Responsibility:

The Climbing Centre team; including Climbing Instructors, Casual workers, apprentices, work experience placements and volunteers.



PERSON SPECIFICATION

Please ensure that you address all the requirements marked with an “A” in the final column as we will be looking for this information when Shortlisting. Please note relevant qualifications will be checked at interview.

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Area	Criteria	How Assessed*
Experience	1.1 Experience of working in the climbing wall industry.	A, I
	1.2 Experience of managing a climbing centre. (Desirable)	A, I
	1.3 Extensive climbing experience.	A, I
	1.4 Experience of taking a pro-active approach to customer service and handling queries.	A, I
	1.5 Experience of delivering climbing sessions with people from diverse backgrounds.	A, I
	1.6 Experience of line management, including sickness absence, performance management and conduct matters.	A, I
	1.7 Experience of budget management and forecasting.	A, I
Knowledge	2.1 Operational knowledge of climbing centres.	A, I
	2.2 Practical knowledge of Health & Safety and risks to climbing centres.	A, I
	2.3 Broad knowledge of climbing best practice and current industry standards.	A, I
	2.4 Good knowledge of climbing industry trends.	A, I
Education/ Training / Qualifications	3.1 Relevant climbing instructor qualifications.	A, I, D
	3.2 Professional qualification in management (Desirable).	A, I, D
	3.2 First Aid Qualification.	A, I, D



Skills & Abilities	4.1 Good communication skills.	A, I
	4.2 Ability to supervise, lead and motivate a team.	A, I
	4.3 Ability to work as part of a team.	A, I
	4.4 The ability to deal with an emergency with calmness and authority	A, I
Other work related requirements	5.1 Ability to support the Christian core values of the Association	A
	5.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service <u>OR</u> hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the DBS Update Service	A
	5.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds	D
	5.4 Willingness to work unsociable hours including evenings and weekends.	A, I

*When Assessed – (A) on Application form, (I) At Interview, (T) During Test,

(D) From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), driving license etc

YMCA Newark & Sherwood is committed to promoting diversity and practicing equality of opportunity.

YMCA Newark & Sherwood is committed to the protection of children and adults at risk.

